

Visiology, Inc.

102 NOV 20 AM 9 25

TN REGULATORY AUTHORITY
DOCKET ROOM

Todd H. Lowe (205) 330-1701
Barbara L. Lowe (205) 330-1702
Bobbi Ferguson (205) 330-1703
FAX: (205) 330-1705
WEB: www.visiology.com
E-Mail: toddlowe@visiology.com
toddlowe@worldnet.att.net
bobbi@visiology.com

November 15, 2002

Mr. David Waddell
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 32743-0505

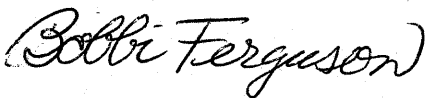
Re: TeleConex, Inc.
Docket No. 02-00904

Dear Mr. Waddell:

Pursuant to a data request from staff, TeleConex, Inc. ("TeleConex") provides supplemental management information at Exhibit D-1 and the prefiled direct testimony of Mr. Chris Watson, Vice President of Operations at Exhibit I.

Please acknowledge receipt of this filing by returning, file-stamped, the extra copy of this cover letter in the self addressed stamped envelope provided for that purpose. Inquiries regarding this filing should be directed to me at (205) 330-1703 or via email to bobbi@visiology.com. Your assistance in this matter is greatly appreciated.

Sincerely,



Bobbi Ferguson
Visiology, Inc.
Consultant for
TeleConex, Inc.

Enclosures

cc: Chris Watson, TeleConex, Inc.
Joe Werner, Chief, Telecommunications Division

• 16061 Carmel Bay Drive • Northport, Alabama 35475

EXHIBIT D-1

Supplemental Management Information

Steve T. Watson - President

For the past five years, Steve Watson has served as President of TeleConex. TeleConex provides local exchange service to 12,000 customers in the nine state Bell South region. As President, he has overall profit and loss responsibility for the Applicant. In addition to his overall general management responsibilities, Steve oversees (1) regulatory affairs, (2) finance and tax compliance, (3) the design, development, and implementation of provisioning and customer service systems; and (4) the implementation of performance measurement standards and reporting procedures to respond to the various requirements of state regulatory commissions. During Steve's tenure as President of TeleConex, he personally lead the team that develop the back office systems to communicate with the Regional Bell Operating Companies ("RBOC") and the customers in real time. Mr. Watson is especially skilled in the area of database management and RBOC interfaces. He has assisted in the development of the Applicant's database and developed strategic methods to provide better customer service and order processing, bill reconciliation and **click** and **send** delivery of data files. Steve's general management experience prior to TeleConex includes Vice President of Operations for Ansa Construction Company. As Vice President of Operations, he was responsible for managing the day-to-day operations of the company including billing and finance. Mr. Watson was also responsible for project estimation, contract negotiations, and construction management. Prior to his

employment with Ansa, Mr. Watson was employed by Construct Erectors for six years where he was in charge of erecting all of the precast buildings for the company's clients.

Chris S. Watson - Vice President of Operations & Sales

Chris Watson, the founder of TeleConex, has been the Vice President of Operations & Sales since July 2001. His responsibilities include the development and implementation of systems and procedures for provisioning and customer service; and establishing, developing, and maintaining partnership type relationships with the incumbent local exchange carriers. He is certified by Bell South in all aspects of CLEC systems operations. He is responsible for all aspects of sales and marketing, including product development, customer service, marketing analysis, introduction of new markets, and internal integration of software and hardware. From June 2000 to July 2001, Mr. Watson served as President of the CLEC Division of Dual Point Communications, Inc. In that capacity, he was responsible for all aspects of the CLEC start-up, the organization's business procedures, and day-to-day operations including the planned acquisition of TeleConex, Inc. and grew the company from pre-IPO phase of ten employees to 100+ over a one-year period. Mr. Chris Watson implemented systems to facilitate provisioning, customer service, and billing software resulting in improved efficiencies in customer service and provisioning as well as more accurate billing solutions & financial reporting. He also served as the primary contact for industry trade organizations and regulatory entities to ensure full compliance with federal, state, and municipal authorities. Prior to joining Dual Point Communications, Inc., Mr. Watson was Vice President of Operations for TeleConex, which he

founded in 1997. Subsequently, Mr. Watson established an industry presence and achieved market recognition by developing an advertising campaign rooted in television, radio and various print publications as well as industry trade shows. His marketing strategies resulted in establishing a customer base of 1,200 customers during first year of business, which grew to 6,000 customers in four years. He successfully negotiated contracts with wire-line carriers such as Alltel, Bell South, GTE, and Sprint. He developed and implemented customer service and provisioning procedures. Prior to founding, TeleConex, Mr. Watson also gained experience in the area of marketing and competitive analysis while employed by Coleman Corporation. Chris S. Watson studied Advertising & Public Relations with emphasis on Business Administration.

EXHIBIT I

Pre-Filed Testimony

Of

Chris Watson

Vice President of Operations

EXHIBIT I

Pre-Filed Testimony

Of

Chris Watson

Vice President of Operations

BEFORE THE TENNESSEE REGULATORY AUTHORITY
Nashville, Tennessee

APPLICATION OF TELECONEX, INC.)
FOR A CERTIFICATE TO PROVIDE)
COMPETING LOCAL TELEPHONE)
SERVICES.)

TRA Docket No. 02-00904

TESTIMONY OF CHRIS WATSON

I, Chris Watson, do hereby testify as follows in support of the application of TeleConex, Inc. for a Certificate of convenience and necessity as a competing telecommunications services provider to provide telecommunication services throughout the State of Tennessee.

1 **Q. PLEASE STATE YOUR NAME, POSITION, AND BUSINESS ADDRESS?**

2 A. My name is Chris Watson. I am the Vice President of Operations with TeleConex, Inc.
3 and my business address is 4100 Barrancas Avenue, Pensacola, FL 32507.

4
5 **Q. PLEASE DESCRIBE YOUR DUTIES.**

6 A. As Vice President of Operations, I am primarily responsible for provisioning, customer
7 service, carrier relations, and all aspects of sales and marketing.

8
9 **Q. PLEASE DESCRIBE YOUR BUSINESS EXPERIENCE AND EDUCATIONAL**
10 **BACKGROUND.**

11 A. I have been the Vice President of Operations since July 2001. From June 2000 to July
12 2001, I served as President of the CLEC Division of Dual Point Communications, Inc. In
13 that capacity, I was responsible for all aspects of the business including the planned
14 acquisition of TeleConex, Inc. and grew the company from pre-IPO phase of ten
15 employees to 100+ over a one-year period. Prior to joining Dual Point Communications,
16 Inc., I was Vice President of Operations for TeleConex, Inc. which I founded in 1997. I

17 have studied advertising and public relations with an emphasis on Business
18 Administration. My background is summarized in more detail at Exhibit D-1 to the
19 Application.
20

21 **Q. ARE ALL STATEMENTS IN TELECONEX, INC.'S APPLICATION TRUE AND**
22 **CORRECT TO THE BEST OF YOUR KNOWLEDGE, INFORMATION AND**
23 **BELIEF?**

24 **A.** Yes.
25

26 **Q. PLEASE DESCRIBE TELECONEX'S CURRENT CORPORATE STRUCTURE.**

27 **A.** TeleConex is a Florida corporation incorporated on May 14, 1997. TeleConex has one
28 wholly owned subsidiary, TeleConex of Virginia, Inc., that was formed for the purpose of
29 obtaining local exchange authority in the Commonwealth of Virginia.
30

31 **Q. HAS TELECONEX PREVIOUSLY APPLIED FOR CERTIFICATION TO**
32 **PROVIDE INTRASTATE SERVICES IN TENNESSEE?**

33 **A.** Yes. TeleConex was certified as a resale provider of local exchange services on
34 June 1, 1999 in Docket No. P-745. TeleConex is currently providing local exchange
35 services in Tennessee on a resold basis.
36

37 **Q. DOES TELECONEX POSSESS THE REQUISITE MANAGERIAL, FINANCIAL,**
38 **AND TECHNICAL ABILITIES TO PROVIDE THE SERVICES FOR WHICH IT**
39 **HAS APPLIED FOR AUTHORITY?**

40 **A.** Yes. TeleConex has a proven track record of providing competitive local exchange
41 services in Tennessee on a resold basis and in the other Bell South states and possesses

42 the requisite managerial, financial and technical abilities to provide the services for which
43 it is seeking authority in Tennessee.

44
45 **Q. PLEASE DESCRIBE TELECONEX'S FINANCIAL QUALIFICATIONS.**

46 A. TeleConex is financially well qualified to provide telecommunications services in
47 Tennessee. TeleConex enjoys a stable financial setting in which to provide its
48 telecommunications services as evidenced by the financial information submitted as part
49 of this Application. Since TeleConex does not intend to construct or deploy any network
50 or switching facilities in Tennessee, no additional financial resources will be required to
51 provide services under the authority requested.

52
53 **Q. IN YOUR OPINION, ARE THE FINANCIAL RESOURCES AVAILABLE TO**
54 **TELECONEX ADEQUATE TO PERMIT IT TO OFFER THE SERVICES**
55 **DESCRIBED IN ITS APPLICATION?**

56 A. Yes.

57
58 **Q. PLEASE DESCRIBE TELECONEX'S MANAGERIAL QUALIFICATIONS.**

59 A. TeleConex has the managerial resources necessary to provide customers in the State of
60 Tennessee with high-quality telecommunication services. Currently, the management
61 team of TeleConex is successfully providing local exchange services in the nine Bell
62 South states and has provided such services on a resold basis in Tennessee since 1999.
63 As shown in Exhibits D and D-1 to this Application, the management team has the
64 managerial expertise to provide the services for which authority is sought.

66 Q. WHAT SERVICES WILL TELECONEX OFFER?

67 A. Currently, TeleConex offers local exchange services through the traditional resale of the
68 local exchange services of the underlying carriers. Now, TeleConex plans to offer local
69 exchange and exchange access services through UNE-P resale. TeleConex will continue
70 to provide local exchange services to residential and business customers on a prepaid
71 basis and, in the future, on a traditional post-paid basis.. Local service offerings will
72 include but not be limited to basic local exchange services, custom calling features,
73 advanced features, local exchange access, non-optional ancillary services such as E-911,
74 directory listings, etc. and other optional services. TeleConex will provide
75 interconnection on a nondiscriminatory basis with other local exchange service providers.
76

77 Q. WILL TELECONEX OFFER SERVICE TO ALL CONSUMERS WITHIN ITS
78 SERVICE AREA?

79 A. Yes.
80

81 Q. WHAT FACILITIES WILL TELECONEX USE TO PROVIDE ITS PROPOSED
82 SERVICES?

83 A. TeleConex intends to offer service through a UNE-P arrangement with the incumbent
84 local carriers such as Bell South. TeleConex does not intend to purchase rights-of-way,
85 install transmission facilities, or a switch in Tennessee.
86

87 Q. PLEASE DESCRIBE THE AUTHORITY THAT TELECONEX SEEKS BY THIS
88 APPLICATION.

89 A. TeleConex seeks authority to expand its current local exchange authority to provide
90 intrastate local exchange telecommunications services to customers on a statewide basis

91 in Tennessee in accordance with the limitations described in T.C.A. § 65-4-20(d).
92 TeleConex will operate as both a resale and facilities-based local exchange provider.
93

94 **Q. DOES TELECONEX, INC. PLAN TO OFFER LOCAL EXCHANGE**
95 **TELECOMMUNICATIONS SERVICES IN AREAS SERVED BY ANY**
96 **INCUMBENT LOCAL EXCHANGE TELEPHONE COMPANY WITH FEWER**
97 **THAN 100,000 TOTAL ACCESS LINES?**

98 **A. No.**
99

100 **Q. WHAT GEOGRAPHIC AREAS WILL TELECONEX SERVE?**

101 **A.** TeleConex will continue to provide service to the exchanges currently served in
102 Tennessee expanding to other exchanges as market demand warrants.
103

104 **Q. WILL THE GRANTING OF A CERTIFICATE OF CONVENIENCE AND**
105 **NECESSITY TO TELECONEX, INC. SERVE THE PUBLIC INTEREST?**

106 **A.** TeleConex believes that approval of its application will serve the public interest by
107 increasing competition for basic local exchange services, which will offer customers in
108 Tennessee a wider range of product offerings, innovative technologies, increased quality
109 and lower prices for local telecommunications services.
110

111 **Q. DOES TELECONEX INTEND TO COMPLY WITH ALL TRA RULES,**
112 **STATUTES, AND ORDERS PERTAINING TO THE PROVISION OF**
113 **TELECOMMUNICATIONS SERVICES IN TENNESSEE INCLUDING THOSE**
114 **FOR DISCONNECTION AND RECONNECTION OF SERVICE?**

115 **A. Yes.**
116

117 Q. IS TELECONEX IN GOOD STANDING IN ALL JURISDICTIONS WHERE IT
118 IS CURRENTLY DOING BUSINESS?

119 A. Yes.

120

121 Q. HAS ANY STATE EVER DENIED TELECONEX OR ITS SUBSIDIARY
122 AUTHORIZATION TO PROVIDE INTRASTATE SERVICE?

123 A. No. TeleConex has never been denied authorization to provide intrastate service.

124

125 Q. HAS ANY STATE EVER REVOKED THE CERTIFICATION OF TELECONEX?

126 A. No.

127

128 Q. HAS TELECONEX, INC. EVER BEEN INVESTIGATED OR SANCTIONED BY
129 ANY REGULATORY AUTHORITY FOR SERVICE OR BILLING
130 IRREGULARITIES?

131 A. No.

132

133 Q. WHO IS KNOWLEDGEABLE ABOUT CLEC, INC.'S OPERATIONS AND
134 WILL SERVE AS TELECONEX, INC.'S REGULATORY AND CUSTOMER
135 SERVICE CONTACT?

136 A. I am knowledgeable about the company's operations and will serve as the regulatory and
137 customer service contact for TeleConex.

138

139 Q. PLEASE EXPLAIN IN DETAIL TELECONEX, INC.'S PROPOSED
140 PROCEDURES FOR RESPONDING TO INFORMATION REQUESTS FROM
141 THE TRA AND ITS STAFF?

142 A. Information requests will be handled through my organization. Responses will be
143 developed, reviewed and provided in a timely manner.

144

145 Q. DOES TELECONEX HAVE A SMALL AND MINORITY-OWNED
146 TELECOMMUNICATION BUSINESS PARTICIPATION PLAN?

147 A. Yes. TeleConex recognizes the importance of supporting small and minority-owned
148 business and agrees to contribute its share to the fund established by the Department of
149 Economic and Community Development in accordance with Section 17 of the Act and to
150 support small and minority-owned telecommunications businesses. TeleConex submitted
151 its Small and Minority-Owned Telecommunications Business Participation Plan in June
152 of 1999.

153

154 Q. DOES THIS CONCLUDE YOUR TESTIMONY?

155 A. Yes, it does..

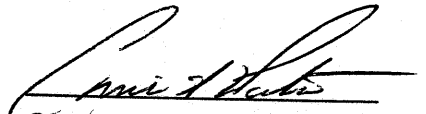
156

157

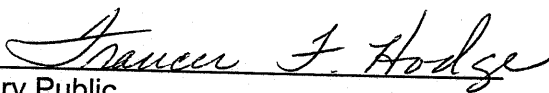
COUNTY OF ESCAMBIA

STATE OF FLORIDA

Chris Watson, being first duly sworn, deposes and states that he is Vice President of Operations, TeleConex, Inc., and that this direct testimony is true and correct to the best of his knowledge, information, and belief.


Chris Watson

Subscribed and sworn to me this 1st day of November, 2002 by Christopher Watson who is personally known to me. FL DLIC W325100694680


Notary Public

My Commission expires: 10-13-2004

FRANCES F. HODGE
Notary Public, State of Florida
My comm. expires Oct. 13, 2004
Comm. No. CC 971742